



# Firmware Updater Manual

The **Firmware Updater** program for Heat View is a stand-alone program that you can run from any folder on your computer.



**This program stores the files in a way that is attached to your computer. Make sure you are using THE SAME COMPUTER you are going to perform the actual update from!**



**This will only work for devices running firmware version v2024.03 and newer. If you have older firmware, you will need to contact your distributor for information on how to update**

**1:** *Current Request* – Any valid requests that have been loaded to your computer will be shown in this box. For directions on how to update your controller, skip to step 9 (pg 5).

**2:** *New Firmware Request* – If this is your first time using the program OR if you need to request new firmware, please follow the directions below.

1

2

HEAT VIEW  
CONTROLS

Current request

No firmware loaded. Press "Request firmware files".

Send firmware to controller

New firmware request

Touch screen version	Non-touch screen version
Cloud Backup 0	Cloud Backup 0
Standard 0	Standard 0

Request firmware files Load response



## Requesting New Firmware

There are 4 versions of Heat View controllers:

- i) Standard with a touchscreen
- ii) Cloud backup with a touchscreen
- iii) Standard without a touchscreen
- iv) Cloud backup without a touch screen

It is important that you know which version of the controller you have prior to requesting a firmware update. **If you select the wrong type of controller, then uploading the firmware will cause the system to not run.**

**Step 1:** Under “New Firmware Request” enter how many controllers of each version you wish to update.

In the example, the request is asking for firmware for 1 controller with a touchscreen (standard) and 2 controllers that have no touchscreen (standard).

**Step 2:** Once you have entered the number of licenses you are requesting, click the “Request firmware files” button.

HeatView - Firmware Updater - SW02...

**HEAT VIEW**  
CONTROLS

Current request

No firmware loaded. Press "Request firmware files".

Send firmware to controller

New firmware request

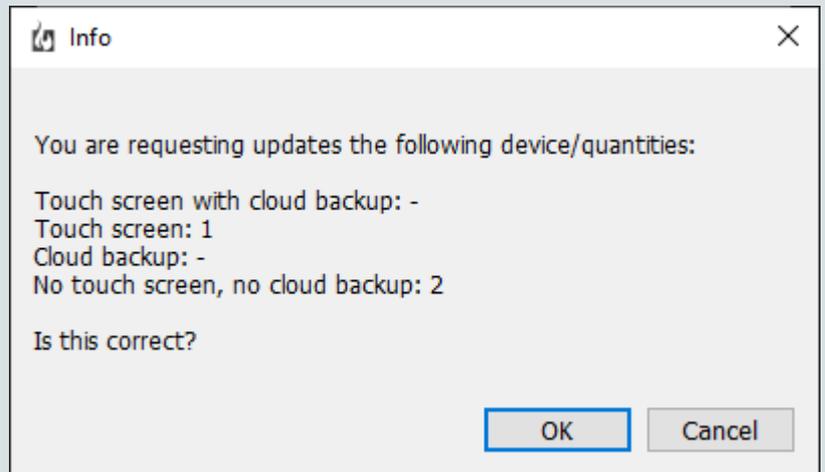
Touch screen version		Non-touch screen version	
Cloud Backup	0	Cloud Backup	0
Standard	1	Standard	2

Request firmware files      Load response

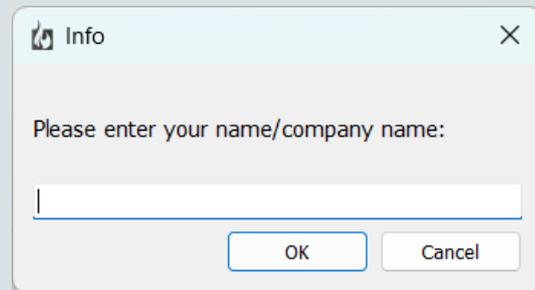


# Requesting New Firmware

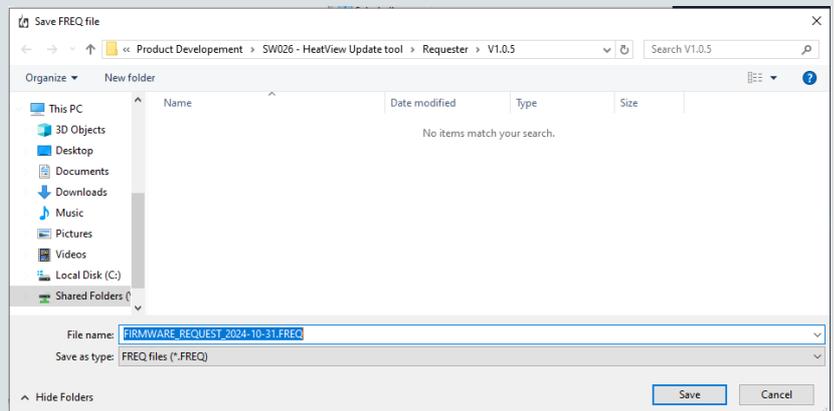
**Step 3:** A screen will appear to confirm that your choice for firmware updates and the amount of firmware updates. Once you are satisfied, click "OK".



**Step 4:** Enter the name of your company and click OK.



**Step 5:** Save the file on your computer. You can rename the file, but remember where you saved it.



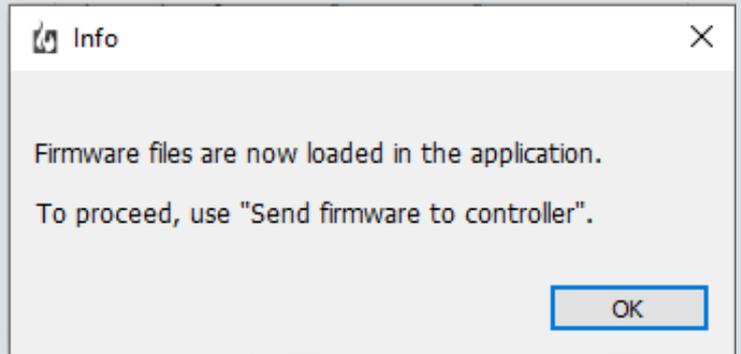
**Step 6:** Email this file to [admin@heatviewcontrols.com](mailto:admin@heatviewcontrols.com), once processed you will receive a response file.

**Step 7:** Save the response file to your computer.

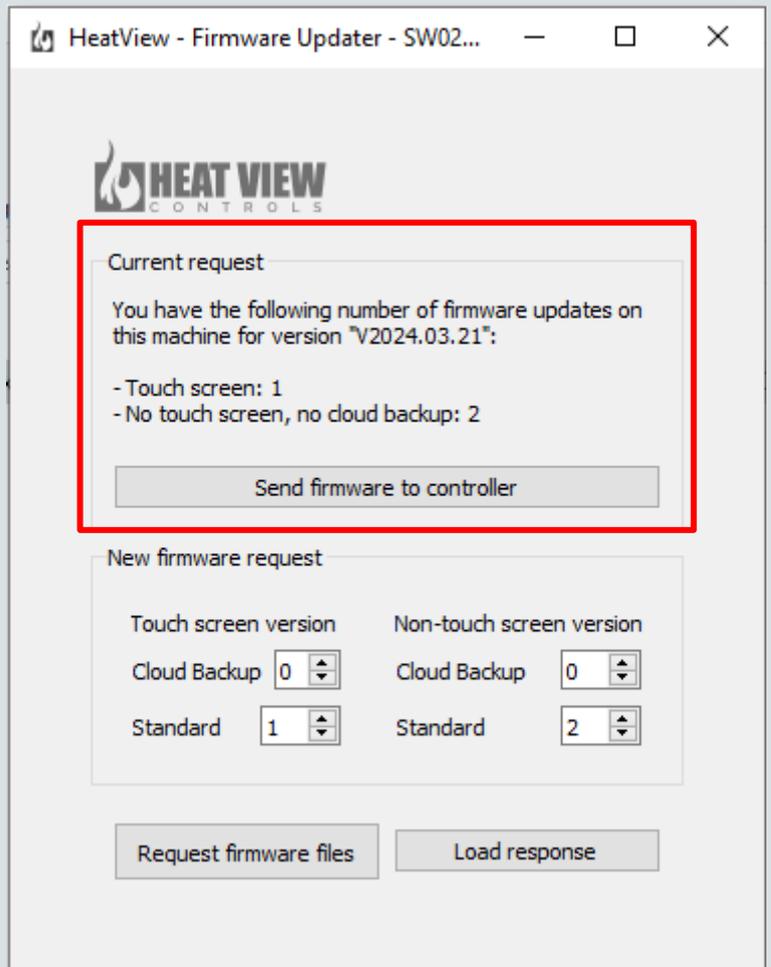


# Requesting New Firmware

**Step 8:** Open the **Heat View - Firmware Updater** program. Click the “Load Response” button at the bottom, then navigate to and select the response file you just saved to your computer in the previous step. Once the response file has been successfully loaded, you will see this message:

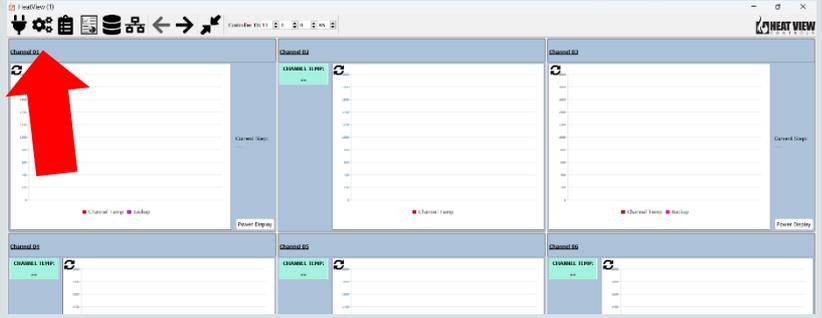


All valid licences that have been loaded to your computer will be shown in top box, “Current Requests”.



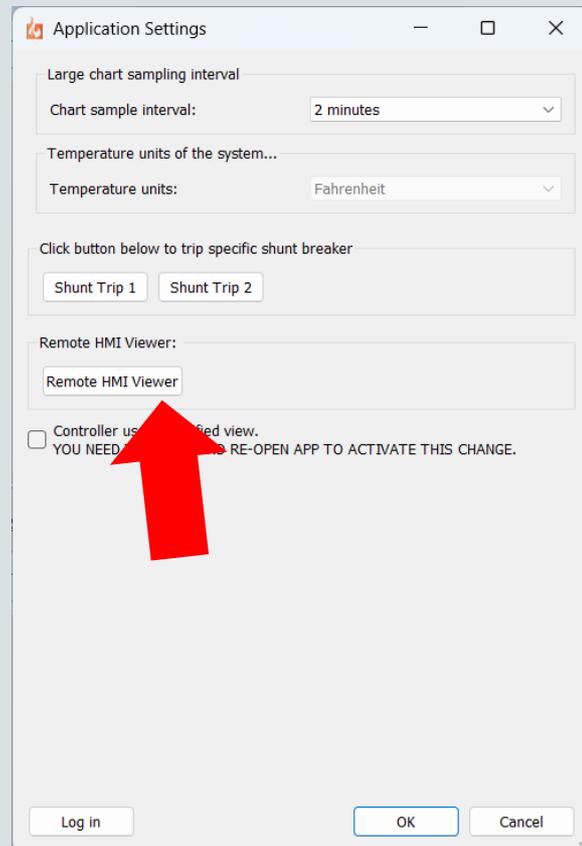
# Sending Firmware Update to Controller

**Step 9:** Connect your computer to your controller via an ethernet cable.

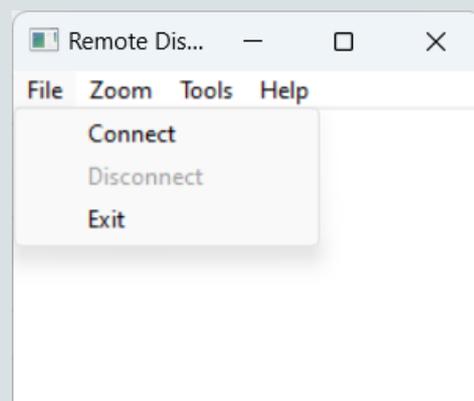


**Step 10:** YOU MUST CLOSE THE HMI PROJECT ON YOUR CONTROLLER BEFORE APPLYING THE UPDATE.

- i) Open the Heat View software on your computer and click on the settings icon.
- ii) Click the “Remote HMI Viewer” button. This will open CERHost.



- iii) Under ‘File’, select ‘Connect’.



- iv) Enter the IP address of the controller you are updating and click “OK”.





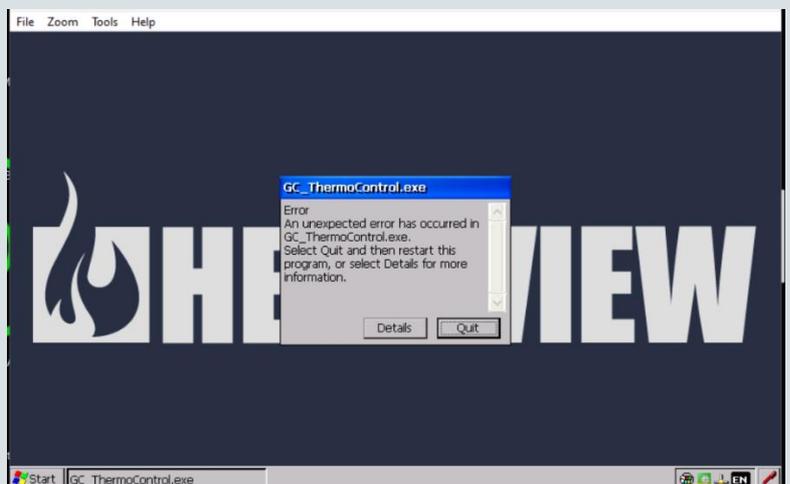
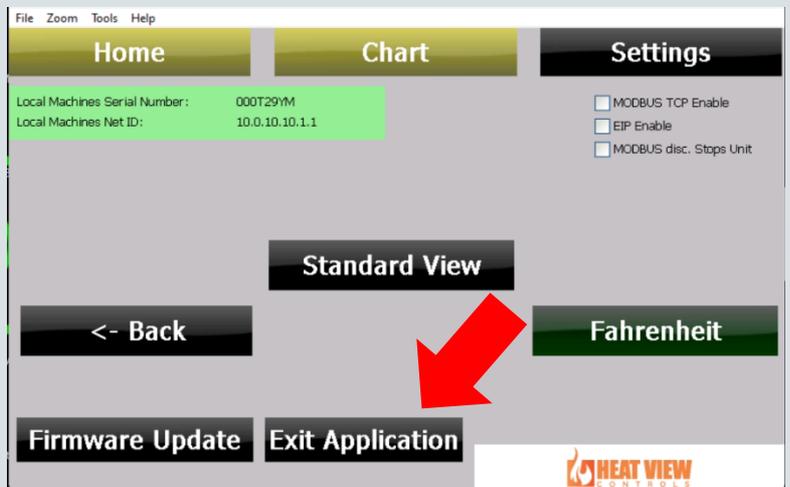
# Sending Firmware Update to Controller

v) In the window that opens, click the “Settings” button in the top right.

vi) Click on “Advanced Controls”.

vii) Click “Exit Application”. If this button is hidden, it is because simple view is selected. To show the “Exit Application” button, first push the “Simple View” button to make it “Standard View” as shown:

viii) If any error messages appear on screen, click “Quit” on **ALL** of them. The update will **not** work if any error messages are open. There should be no applications open on the screen.





# Sending Firmware Update to Controller

**Step 11:** Go back to the **Heat View - Firmware Updater** program, click the “Send Firmware to Controller” button.

HEAT VIEW CONTROLS

Current request

You have the following number of firmware updates on this machine for version "V2024.03.21":

- Touch screen: 1
- No touch screen, no cloud backup: 2

Send firmware to controller

New firmware request

Touch screen version	Non-touch screen version
Cloud Backup 0	Cloud Backup 0
Standard 1	Standard 2

Request firmware files Load response

**Step 12:** Enter the IP address of the controller you are updating **AND** select which version you are updating. Click “OK”.

Controller IP Address:

10.0.10.10

No touch screen, no cloud backup

OK Cancel

**Step 13:** Confirm all data shown is correct and click “OK”.

Info

You are about to update controller at "10.0.10.10" which is a device typed "Touch screen".

Is this correct?

OK Cancel

**Step 14:** Wait for the system to send all the files.

Info

Working.

Uploaded 3/9 files.

33%

**Step 15:** Once complete, you will see a successful file transfer message. Power cycle your unit.

Info

Firmware files transferred successfully.

OK



# Sending Firmware Update to Controller

**Step 16:** After your unit has booted up, connect to the screen using the same 'Remote HMI Viewer' process in Step 10. The following message should appear:



**Step 17:** Power cycle your unit once more and then your controller has been successfully updated!